

Mervin Acme
Acme Sales Ltd.
High Street
Basingstoke
BA2 1BH

Dear Merv:

Please accept our deep and sincere apologies. On behalf of our organisation, I wish to express our regrets and assure you that all efforts have been made to rectify your situation.

Please call or write to me personally if you have any further questions or comments about this situation. Thank you for your understanding.

Sincerely,